

LAW OFFICES OF THOMAS K. CROWE, P.C.
2300 M STREET, N.W.
SUITE 800
WASHINGTON, D.C. 20037

TELEPHONE (202) 973-2890
FAX (202) 973-2891
E-MAIL tkcrowe@bellatlantic.net

REC'D TN
REGULATORY AUTH.

JUN 9 PM 3 20

OFFICE OF THE
EXECUTIVE SECRETARY

June 8, 2000

BY OVERNIGHT DELIVERY

Administrative Services Assistant
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

Re: Boulevard Media, Inc.

Dear Sir or Madam:

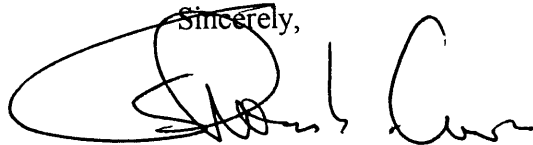
00-00484

Please find enclosed an original and fourteen (14) copies of Boulevard Media, Inc.'s Petition for Allocation of N11 Dialing Codes in Tennessee. Also enclosed is a check in the amount of \$50.00 payable to the "Tennessee Regulatory Authority" to cover the requisite filing fee. A copy of this filing has been served upon Guy M. Hicks, General Counsel of BellSouth Telecommunications, Inc.

Because the company is privately held, its financial statements are considered highly confidential. For this reason, enclosed is an original and (14) copies of a Motion for Protective Order with accompanying materials attached in a sealed envelope. Furthermore, only one copy of the financial information is submitted under seal in the original application.

Please acknowledge receipt of this filing by file-stamping and returning the extra copy of this Application in the self-addressed, stamped envelope provided for this purpose. Should you require further information, please contact the undersigned.

Sincerely,



Thomas K. Crowe
C. Jeffrey Tibbels,
Counsel for
Boulevard Media, Inc.

Enclosures

cc: Guy M. Hicks

POSTED
69-00

**Before the
TENNESSEE REGULATORY AUTHORITY**

REC'D TN
REGULATORY AUTH.

*00 JUN 9 PM 3 20

OFFICE OF THE
EXECUTIVE SECRETARY

IN THE MATTER OF)
)
PETITION OF BOULEVARD)
MEDIA, INC. FOR ALLOCATION)
OF N11 DIALING CODES)

Docket No.

00-00484

MOTION FOR PROTECTIVE ORDER

Boulevard Media, Inc. ("BMI" or "Petitioner") respectfully requests that the financial statements and related information contained in Exhibit B attached to BMI's Petition for Allocation of N11 Dialing Codes, filed concurrently with this Motion, be filed under seal and accorded confidential treatment.

Petitioner is a privately held entity. As such, financial statements, business planning documents, and other related information are confidential and not publicly available. Release of this information to the public through this application would substantially harm BMI's ability to negotiate with vendors for the services and equipment necessary for the provision of services to BMI's customers, its relationships with its investors, and its ability to compete as a provider of N11 services.

WHEREFORE, BMI respectfully requests that the information contained in Confidential

Exhibit B of BMI's concurrently filed certification be filed under seal and accorded confidential treatment.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Thomas K. Crowe", written over a horizontal line.

Thomas K. Crowe
C. Jeffrey Tibbels,
LAW OFFICES OF THOMAS K.
CROWE, P.C.
2300 M Street, N.W., Suite 800
Washington, D.C. 20037
(202) 973-2890

COUNSEL FOR BOULEVARD
MEDIA, INC.

Sid Methner
Manager of Business Development
BOULEVARD MEDIA, INC.
1905 Sherman Street, Suite 801
Denver, CO 80203-1147
(303) 860-0504

Dated: June 8, 2000

**Before the
TENNESSEE REGULATORY AUTHORITY**

IN THE MATTER OF

PETITION OF BOULEVARD
MEDIA, INC. FOR ALLOCATION
OF N11 DIALING CODES

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)
)
)
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Docket No. _____

**PETITION FOR ALLOCATION OF N11 DIALING
CODES SUBMITTED BY BOULEVARD MEDIA, INC.**

Comes Boulevard Media, Inc. ("BMI" or "Petitioner"), by and through counsel, and for its Petition for allocation of N11 abbreviated dialing codes, submitted to the Tennessee Regulatory Authority ("TRA") pursuant to BellSouth Telecommunications, Inc. General Subscriber Services Tariff, § A39.1.2A ("Tariff"), states and submits the following:

I. INTRODUCTION

Petitioner is a Colorado corporation duly qualified and authorized to do business in the State of Tennessee (*see* Exhibit A). Petitioner maintains its principal office at 1905 Sherman Street, Suite 801, Denver, Colorado, 80203-1147. Petitioner's Registered Agent in Tennessee is the Corporation Service Company located at 500 Tallan Building, 2 Union Square, Chattanooga, Tennessee, 37402.

All correspondence or communications pertaining to this application should be addressed to:

Thomas K. Crowe
C. Jeffrey Tibbels
Law Offices of Thomas K. Crowe, P.C.
2300 M Street, N.W., Suite 800
Washington, D.C. 20037
(202) 973-2890 Telephone
(202) 973-2891 Facsimile

with a copy to:

Sid Methner
Manager of Business Development
Boulevard Media, Inc.
1905 Sherman Street, Suite 801
Denver, CO 80203-1147
(303) 860-0504 Telephone
(303) 860-0315 Facsimile

II. BOULEVARD MEDIA, INC.

BMI is a provider of local dial up access, T-1 access and information services, and maintains switch installations in twelve cities servicing well over 60 North American municipalities. BMI's information services focus on state-of-the-art interactive communication technology permitting consumers to connect simultaneously by telephone with hundreds of other consumers in the same local calling area in private and convenient social environments. BMI also provides specialized voicemail features as well as live connections that permit the access of messages, recording and response. BMI is a U.S. subsidiary of Boulevard Media Canada Inc., a Canadian corporation.

III. AUTHORITY SOUGHT

Petitioner, pursuant to the Tennessee Public Service Commission's ("TPSC's") Order No. 92-13892 ("Order") dated October 20, 1993, seeks allocation of the 511 abbreviated dialing code, if available, in Nashville, Memphis and Chattanooga calling areas under the Tariff.

IV. CRITERIA IN THE TPSC's ORDER

The Order set forth seven (7) criteria by which potential N11 Petitioners are assessed. Those criteria and the manner in which they are met by Petitioner are as follows:

1. Overall Financial Fitness. From its provision of information services in other U.S. markets, Petitioner generated gross revenues in excess of \$7.7 million in the six months ending January 31, 2000 (*see* Exhibit B). Applicant intends to draw on its revenues to roll out N11 service in its targeted Tennessee cities.

2. Technical Ability and Willingness to Provide Service on a Permanent and Continuous Basis. Petitioner has provided information services in other U.S. markets for over six (6) years. Petitioner's personnel have the technical expertise necessary to establish and provide N11 service in a timely and efficient manner as well as conduct operations on a continuous and long term basis (*see* Exhibit C). In addition, BMI has in excess of 130 T-1s for local service *via* incumbent local exchange carriers as well as dedicated T-1s installed to handle long distance traffic to each of BMI's systems in its respective markets. BMI has years of experience in providing information services to a multitude of communities throughout the United States. This background uniquely qualifies BMI to provide such information services to the public in Tennessee by means of N11 abbreviated dialing codes.

3. Ability and Willingness to Abide by Applicable TPSC Rules and Policies. Petitioner is cognizant of the rules established by the TRA regarding the provision of N11 service. Petitioner agrees to be bound by, and will fully comply with such rules, with an emphasis on those related to consumer protection issues.

4. Rates, Services and Collection Practices. Petitioner will obtain the requisite 511 abbreviated dialing codes from BellSouth in accordance with the Tariff. Petitioner will bill its customers *via* the billing mechanisms of BellSouth. A complete listing of BMI's rates and services is attached as Exhibit D.

Subject to TRA and BellSouth requirements, Petitioner will implement and maintain a liberal policy with respect to adjustments for customer calls made in error and for calls made without the knowledge and permission of the billed party. Petitioner agrees that its terms, conditions and rates for N11 service shall not exceed those set forth in the Tariff governing abbreviated dialing, which was attached to the Order, and as amended by BellSouth. A more detailed description of BMI's billing policies and complaint escalation procedures are enclosed as Exhibit E.

5. Extent and Duration of Service to the Local Community. Petitioner plans to obtain N11 abbreviated dialing codes in Nashville, Memphis and Chattanooga and offer its information services to consumers of those respective communities. Petitioner is committed to providing its unique information services to Tennessee consumers on an ongoing basis and for the foreseeable future. Petitioner is a growing firm, having already established a presence in over 60 metropolitan areas nationwide, and is committed to expanding its high quality information service offerings in Tennessee.

6. Anticipated Future Uses by the Community of the Proposed Service. Petitioner, *via* its proposed N11 services, initially plans to provide Tennessee communities with high quality, personal voice advertisements, voicemail features, and fora for community social gatherings. Petitioner's information services have proven popular and convenient to the public in a significant number of other U.S. communities where Petitioner offers its information services. This success has provided Petitioner with the opportunity to grow and expand into Tennessee markets. As new technology becomes available and BMI's designers and software engineers identify new ways to incorporate these enhancements into BMI's products, BMI will in turn deliver them to its

customers, including those in Tennessee communities. In many instances these enhancements are the direct result of suggestions and ideas brought to the fore by members of the communities themselves. BMI's continued growth in the markets it serves, installed switch hubs, numbers of associates, and financial strength underscore the value and commitment to quality and service each community receives from BMI.

7. The Type of Information Service To Be Provided and Its Relative Value to the Public and Local Community. Petitioner will provide the public and local communities in Tennessee with high quality, interactive voice personal advertisements, including voicemail, recording and browsing features, as well as convenient media for private and group social interaction with others in the local community.

WHEREFORE, Boulevard Media, Inc. respectfully requests that the TRA allocate to it N11 abbreviated dialing codes for the Nashville, Memphis and Chattanooga, Tennessee calling areas.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Thomas K. Crowe", written over a horizontal line.

Thomas K. Crowe
C. Jeffrey Tibbels,
LAW OFFICES OF THOMAS K.
CROWE, P.C.
2300 M Street, N.W., Suite 800
Washington, D.C. 20037
(202) 973-2890

COUNSEL FOR BOULEVARD
MEDIA, INC.

Date: June 8, 2000

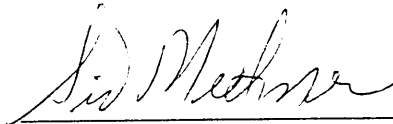
AFFIDAVIT

State of Colorado :

County of Denver :

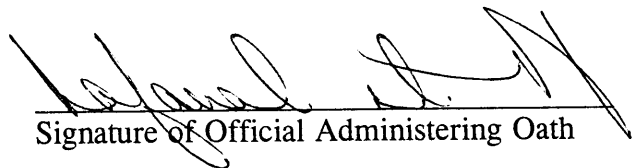
ss.

Sid Methner, being first and duly sworn, deposes and says that he is Manager of Business Development of Boulevard Media, Inc., the Petitioner in the proceeding entitled above, that he has read the foregoing petition and knows the contents thereof; that the same are true to the best of his knowledge, except as to matters which are therein stated on information and belief, and as to those matters he believes them to be true; and that the Petitioner is operating in compliance with all applicable federal and state laws and all rules of the FCC and the Tennessee Regulatory Authority.



Signature of Affiant

Sworn and subscribed before me this 31st day of MAY, 2000.



Signature of Official Administering Oath

My commission expires 02/13/2001

EXHIBIT A

Secretary of State
Corporations Section

James K. Polk Building, Suite 1800
Nashville, Tennessee 37243-0306

DATE: 05/02/00
REQUEST NUMBER: 3900-0190
TELEPHONE CONTACT: (615) 741-2286
FILE DATE/TIME: 05/02/00 0902
EFFECTIVE DATE/TIME: 05/02/00 0902
CONTROL NUMBER: 0388816

TO:
BOULEVARD MEDIA INC.
1905 SHERMAN ST.
SUITE 801
DENVER, CO 80203-1147

RE:
BOULEVARD MEDIA INC.
APPLICATION FOR CERTIFICATE OF AUTHORITY -
FOR PROFIT

WELCOME TO THE STATE OF TENNESSEE. THE ATTACHED CERTIFICATE OF
AUTHORITY HAS BEEN FILED WITH AN EFFECTIVE DATE AS INDICATED ABOVE.

A CORPORATION ANNUAL REPORT MUST BE FILED WITH THE SECRETARY OF STATE
ON OR BEFORE THE FIRST DATE OF THE FOURTH MONTH FOLLOWING THE CLOSE OF THE
CORPORATION'S FISCAL YEAR. PLEASE PROVIDE THIS OFFICE WITH WRITTEN
NOTIFICATION OF THE CORPORATION'S FISCAL YEAR. THIS OFFICE WILL MAIL THE
REPORT DURING THE LAST MONTH OF SAID FISCAL YEAR TO THE CORPORATION AT THE
ADDRESS OF ITS PRINCIPAL OFFICE OR TO A MAILING ADDRESS PROVIDED TO THIS
OFFICE IN WRITING. FAILURE TO FILE THIS REPORT OR TO MAINTAIN A REGISTERED
AGENT AND OFFICE WILL SUBJECT THE CORPORATION TO ADMINISTRATIVE REVOCATION
OF ITS CERTIFICATE OF AUTHORITY.

WHEN CORRESPONDING WITH THIS OFFICE OR SUBMITTING DOCUMENTS FOR
FILING, PLEASE REFER TO THE CORPORATION CONTROL NUMBER GIVEN ABOVE.

FOR: APPLICATION FOR CERTIFICATE OF AUTHORITY -
FOR PROFIT

ON DATE: 05/02/00

FROM:
BOULEVARD MEDIA INC.
1733 H STREET
SUITE 330
BLAINE, WA 98230-5106

RECEIVED: FEES \$600.00 \$0.00
TOTAL PAYMENT RECEIVED: \$600.00

RECEIPT NUMBER: 00002682968
ACCOUNT NUMBER: 00339255



Riley C. Darnell

RILEY C. DARNELL
SECRETARY OF STATE



Department of State
Corporations Section
18th Floor, James K. Polk Building
Nashville, TN 37243-0306

APPLICATION FOR CERTIFICATE OF AUTHORITY (FOR PROFIT)

To the Secretary of State of the State of Tennessee:

Pursuant to the provisions of Section 48-25-103 of the Tennessee Business Corporation Act, the undersigned corporation hereby applies for a certificate of authority to transact business in the State of Tennessee, and for that purpose sets forth:

1. The name of the corporation is BOULEVARD MEDIA INC.

*If different, the name under which the certificate of authority is to be obtained is _____

[NOTES: The Secretary of State of the State of Tennessee may not issue a certificate of authority to a foreign corporation for profit if its name does not comply with the requirements of Section 48-14-101 of the Tennessee Business Corporation Act. *If obtaining a certificate of authority under a different corporate name, an application for registration of an assumed corporate name must be filed pursuant to Section 48-14-101(d) with an additional \$20.00 fee.]

2. The state or country under whose law it is incorporated is COLORADO

3. The date of its incorporation is SEP 10 1993 (must be month, day, and year), and the period of duration, if other than perpetual, is _____

4. The complete street address (including zip code) of its principal office is

1055 SHIPMAN TOWNE DRIVE CO 80203 1147
Street City State/Country Zip Code

5. The complete street address (including the county and the zip code) of its registered office in Tennessee and the name of its registered agent is

501 TALLADEGA DR. N. S. 4th FLOOR DADE 37402
Street City County Zip Code

CORPORATION SERVICE COMPANY
Registered Agent

6. The names and complete business addresses (including zip code) of its current officers are: (Attach separate sheet if necessary.) ROBERT MORGAN, PRESIDENT, 1100 HOLLY ST. NASHVILLE, TN 37203

GARTH GODDARD, SECRETARY, 1100 HOLLY ST. NASHVILLE, TN 37203

7. The names and complete business addresses (including zip code) of its current board of directors are: (Attach separate sheet if necessary.)

8. If the corporation commenced doing business in Tennessee prior to the approval of this application, the date of commencement (month, day and year) _____

9. The corporation is a corporation for profit.

10. If the document is not to be effective upon filing by the Secretary of State, the delayed effective date/time is

_____, _____ (date), _____ (time).

[NOTE: A delayed effective date shall not be later than the 90th day after the date this document is filed by the Secretary of State.]

[NOTE: This application must be accompanied by a certificate of existence (or a document of similar import) duly authenticated by the Secretary of State or other official having custody of corporate records in the state or country under whose law it is incorporated. The certificate shall not bear a date of more than two (2) months prior to the date the application is filed in this state.]

APRIL 26, 2000
Signature Date

SECRETARY
Signer's Capacity

BOULEVARD MEDIA INC
Name of Corporation

GARTH GODDARD
Signature

GARTH GODDARD
Name (typed or printed)



STATE OF COLORADO

DEPARTMENT OF
STATE

CERTIFICATE

RECEIVED
TREASURER
JUNY -2 AM 9:02
SECRETARY OF STATE

I, DONETTA DAVIDSON, SECRETARY OF STATE OF THE STATE OF
COLORADO HEREBY CERTIFY THAT

ACCORDING TO THE RECORDS OF THIS OFFICE

BOULEVARD MEDIA, INC.
(COLORADO CORPORATION)

FILE # 19931109101 WAS FILED IN THIS OFFICE ON September 30, 1993
AND HAS COMPLIED WITH THE APPLICABLE PROVISIONS OF THE
LAWS OF THE STATE OF COLORADO AND ON THIS DATE IS IN GOOD
STANDING AND AUTHORIZED AND COMPETENT TO TRANSACT BUSINESS
OR TO CONDUCT ITS AFFAIRS WITHIN THIS STATE.

Dated: April 14, 2000

Donetta Davidson

SECRETARY OF STATE

EXHIBIT B

CONFIDENTIAL - FILED UNDER SEAL

EXHIBIT C



E X E C U T I V E P R O F I L E

Robert Madigan, President & CEO

Robert Madigan, the founder of Boulevard Media Inc, started his company in 1990. Mr. Madigan has at one point or another worked in every position in the organization. Robert is not only the founder of Boulevard Media Inc. but his is also responsible for the creation of the telephone dating industry. He has more than proven his success by doubling the profits of BMI every year for the past ten years.

Prior to engaging in the building of Boulevard Media Inc. Mr. Madigan worked in the fields of packaged goods marketing, interconnect phone system sales as well as a junior accountant.

Robert earned an Honors degree in Business Administration from Wilfrid Laurier University in 1987.



E X E C U T I V E P R O F I L E

**John Madigan,
President, Chromatic Software
Vice President, Information Technology, Boulevard Media Inc.**

John Madigan has 12 years experience with interactive voice response (IVR) and computer telephony integration (CTI) systems and software development. He has held previous positions in sales, marketing, product management, customer service and support. Prior to joining Chromatic Software, Madigan served as Senior Manager, Advanced Applications at TTS Meridian Systems, a Nortel company, where he was responsible for the product management and development of CTI and IVR applications for advanced call centers. Madigan oversees the delivery of the enterprise management system, IVR and Internet systems development which is delivered by the Telecom Networks, Information Systems, and Systems Development Teams at both Chromatic Software and Boulevard Media. Madigan earned an Honors degree in Business Administration from Wilfrid Laurier University, Ontario.



E X E C U T I V E P R O F I L E

Garth M. Goddard, Chief Financial Officer

The company's Chief Financial Officer is Mr. Garth M. Goddard, C.A. Mr. Goddard is a chartered accountant and is responsible for Finance and Administration. This involves the management of the financial reporting systems and procedures which integrate accounting, operations, management information and project costing. As part of these duties, he is responsible to maintain relationships with banks, leasing companies and professional advisors. In addition, he is responsible for Human Resources, Administration and collections.

Mr. Goddard joined the Boulevard team in May of 1998, prior to which he was a partner at Peach Goddard Chartered Accountants where he was primarily involved in management consulting. Mr. Goddard has also served as Director of Finance and Administration, as member of the board of directors and acting President with the technology firms; Infonet Software Solutions and Motion Works. His education includes a Bachelor of Arts degree, Commerce and Economics, from Simon Fraser University. Mr. Goddard obtained his Chartered Accountant designation in B.C. in 1986.



E X E C U T I V E P R O F I L E

Sid Methner, Manager of Business Development

Sid Methner joined Boulevard Media in 1997 as part of the supervisory team in the Denver Call Center. Shortly thereafter, Sid was promoted to Call Center Manager overseeing the 24 x 7 x 365 customer service operation. During the period of Sid's leadership the call center grew to 45 associates assisting BMI members with all aspects of customer service, handling sales administration and reporting, hiring and training new associates, and managing a number of relationships with the company's financial and banking partners.

Today Sid's primary role involves the BMI's activity in new business development. Promoted to the Manager of Business Development at the beginning of 2000, he evaluates the industry's competitive landscape and explores various strategic and partnership opportunities within our industry and with our vendor and supplier community at the direction of the senior management team.

Sid has held a number of line and staff management positions in software quality assurance, customer service, finance, operations, as well as general corporate management. He's worked with a number of technology oriented companies based on an entrepreneurial vision and assisted in the execution of that vision.

Sid grew up in Denver and attended the University of Colorado in Boulder where he earned his BA in Economics and went on to obtain his MBA with Honors at Regis University in Denver with emphasis in finance and accounting.



E X E C U T I V E P R O F I L E

Paul Snider, Systems Development Manager

Paul Snider has 14 years experience designing, developing and managing complex IVR, CTI and systems integration projects for many fortune 100 companies. Prior to joining Chromatic Software, Snider served as Senior Software Developer, Advanced Applications with TTS Meridian Systems, a Nortel company. At TTS he was responsible for software design, development and integration of IVR and CTI applications for Canada's most advanced call centers (Microsoft, CIBC, AT&T Canada, Canadian Tire Acceptance, Sun Life). Snider is a partner of both Chromatic Software and Boulevard Media. Snider and his team are focused on intelligent systems software design, enabling superior integration, and ease of enhancement and customization. Snider majored in two disciplines, earning his Honors degree in both Computer Science and Music from the University of Waterloo, Ontario.



E X E C U T I V E P R O F I L E

Kevin Beesley-Hammond, Marketing Manager

Kevin Beesley-Hammond has 10 years of experience in the people meeting people business. He spent the first 7 years as controller for Boulevard Media contributing to the company's explosive growth. Since 1997, Kevin has been responsible for the management of the brand marketing team.

Prior to joining Boulevard Media, Kevin worked in packaged goods marketing, advertising, and entertainment.

Kevin earned an Honours degree in Business Administration from Wilfrid Laurier University, Ontario in 1986.

EXHIBIT D

BOULEVARD MEDIA, INC.

Description of Specific Services Offered

Livelinks®

Livelinks brings personals classified ads to life. Instead of drab text ads with non-real time voice mail, everyone is on-line. You hear the other people that are on line in real time who are perusing the "personal ads." You can send them voice messages, receive replies in the same session without hanging up, request a connection and if accepted by the other party, instantly connect to talk to that person. You can end the conversation with a keystroke and go back to the greetings of all the other callers currently on-line. You can message with several people at the same time, narrow your selection, talk to one particular person and if you're not happy, say goodbye, and go back and start messaging with the other callers to find someone else you want to strike up a conversation with. Livelinks is an entertainment service--it is a nightclub--a virtual gathering place that you get to by calling from home on your touch tone telephone. It is the best alternative to meeting new people for conversation, fun, friendship, and dating.

TangoPersonals®

TangoPersonals is a traditional telephone classified voice mail dating service. You can scan ads within specific categories and age ranges and leave voice messages in the mailbox of any individual that interests you. If interested, those parties will reply back to your voice mail box. Listening to ads and creating ads are free; one only pays to leave voice mail messages.

Rates for Services

BMI will introduce its services to the Tennessee market *via* N11 service at the rate of \$0.89 per minute. This rate is competitive with other providers of similar services in the market and affords a reasonable rate of return for the company to offer its services.

EXHIBIT E

BOULEVARD MEDIA, INC.

Customer Service

BMI is recognized as leader in our industry due to a strong, scalable technical solution and an unrivaled commitment to customer service. We utilize two call centers operating 24 x 7 x 365, one in Denver, CO and the other in Vancouver, Canada, to service our client needs. These centers are linked together, along with all our of site installations, through our wide area network ("WAN"). This affords us access to customer account information from either call center or system installation in the event of failure or service interruption. During our 10 years (6 years for BMI-USA) of operation we have developed well defined escalation procedures to manage any issue from customer complaints and suggestions to technical irregularities and system outages.

Each call center is staffed with a full compliment of trained and skilled customer service representatives ready to respond any problem a customer might encounter using our service. This is the first contact in the escalation process. Since our representatives are experienced users that receive on-going training, most items can be resolved during the initial call. Where follow-up is required, customer service representatives have a full arsenal of tools that allow them to research and resolve service issues quickly. Each call center has a group of team managers that are empowered to make the decisions required in a competitive marketplace. The team managers are the backup support to the on-phone customer service representatives. The team managers, in turn, are supported by the call center operations manager who has company-wide access to additional managerial and technical resources. Our entire support chain makes intelligent usage of wireless technology in the form of pagers and cell phones in conjunction with sophisticated software alarm systems to respond to events that are escalated by defined protocol within the organization.

We are members of the Better Business Bureau ("BBB") and stand prepared to address any and all complaints quickly and directly and within the scope of guidelines promulgated by the Bureau. Our record with the BBB is exemplary and underscores our strong commitment to resolution of the occasional complaints we encounter. Our intent is to continue our commitment to both the community and our high standard of business ethics by joining the appropriate BBB affiliates in Tennessee up approval or our application.

Credits for Billing Errors

Regarding credits for those billed in error, we will be utilizing the billing and collections services provided by Bell South in conjunction with its N11 service offering. Consistent with our pay-per-call offerings in other jurisdictions and with other service providers, we always honor requests for credits and adjustments for calls made to our service in error. We intend to operate services in Tennessee consistent with those rates, terms and conditions defined and spelled out in Tariffs A39 on abbreviated dialing and A37 on billing and collections services. In addition, our technology allows a specific customer phone number to be blocked from using our service. We would utilize this feature to block the phone numbers of those billed in error and to block those who specifically ask us to block their number(s) from accessing our services.